

IT Professional Technical Services Master Contract Program T#:902TS Statement of Work (SOW) For Technology Services

Issued By: Ramsey County Information Services

Project: Staff Augmentation - PeopleSoft Administrator/Developer

Service Categories: Data Administration or Analyst-Technical

Business Need

Ramsey County, through its Information Services Department, (the "County") is seeking the services of one (1) Contractor with senior-level technical support and expertise with Oracle® PeopleSoft. The Contractor must have experience supporting Public Sector PeopleSoft Financials and HCM.

Deliverables (Scope of Work)

- Designing application systems, modules and enhancements for PeopleSoft ERP Financial and HCM applications.
- Writing PeopleSoft application program code by implementing the design according to departmental programming standards and design specifications.
- Testing and debugging programs and systems by analyzing them to determine likely problem areas, constructing and using sample data to test programs or system failures, utilizing testing tools for regression testing when appropriate and rewriting or redesigning programs or systems to correct such failures.
- Analyzing customer department's functions, workflows, goals and information needs in accordance with recognized principles of systems analysis. Evaluation of customer department's information methods, procedures and paperwork practices to establish the necessary information base required for the design and implementation and maintenance of appropriate, and sometimes highly complex, information systems.
- Overseeing the design, implementation and maintenance of information systems best suited to the operational needs of County departments. Contractor will attain this information by coordinating, scheduling and supervising system's development from initial consultations with customers through design, programming, testing, troubleshooting, implementation and documentation.
- Assisting staff and outside users with difficult application problems which includes providing a response to users/staff and resolving their technical problems.
- Working with customers, data base administrators and technical services staff to troubleshoot productions problems. Contractor will address production problems by analyzing programs or systems to determine and correct the cause and all effects of the malfunction. Contractor will apply changes to programs and systems to prevent recurrence and to eliminate the effects of problems to which will include altering incorrect files, modifying existing computer systems and schedules, writing and running special programs consulting with customer department personnel and/or technical experts and evaluating the system to verify that all corrections have been properly made with no unanticipated and undesirable side effects.
- Using SQL or other query tools to identify and correct problems with data and/or software.

Project Schedule

Contractor will work directly with County support staff full-time through December 31, 2014 or approximately one (1) year. Contractor is expected to work daily on system administration, maintenance, and development. General business hours at the County are Monday – Friday, 8:00am to 4:30pm and the need for after hours support may arise.

The term of any resulting work order will be limited to a term not greater than one-year from the date of final execution anticipating the completion of the existing master contract. The State reserves the right to transition any resulting work order to the new master contract program subject to its terms and conditions which will replace the current program. If such a transition is not possible, the contracting entity will work with MN.IT and the Department of Administration to review options to enable the continuation of the services being provided to the extent possible.

Project Environment

Contractor is expected to work on-site at the County Information Services department which is located at 121 7th Place E., St. Paul, MN 55101.

The County currently utilizes the PeopleSoft Financial and HCM systems and County support staff provides production support, break-fix enhancements, Oracle patches, participates in upgrades, and responds to Help Desk requests. The Contractor will be expected to integrate with the County staff and with the County's current support model which will include interaction with the County's customers.

Responsibilities Expected of the Selected Contractor

- Contractor shall provide PeopleSoft administration & development support.
- All County information and documentation is to be considered sensitive and confidential. Contractor will treat such information with the same degree of care with which it treats its own sensitive and confidential information.
- Contractor is to encourage and facilitate knowledge transfer with the County.
- The Contractor will act in a professional manner and abide by the County personnel rules and policies copies of which are available upon request.
- Contractor warrants that all services will be performed with the highest standard of professional service, be free from defects, and conform with the requirements of this SOW.

Required Skills

Required minimum qualifications:

Master Contract resource type(s)/ categories:

Data Administration or Analyst - Technical

Desired Skills:

- 3 years experience working with Oracle PeopleSoft Public Sector Financials and HCM.
- Senior level PeopleSoft technical knowledge, skills, and experience as an Administrator and Developer.
- Ability to handle difficult customer service issues.
- Proficiency at writing SQL queries.
- Ability to advise and assist less experienced staff in technical matters courteously.
- Capable at resolving the most difficult programming and systems problems.
- Able to quickly learn and understand the operations, goals and business needs of the County customers/departments.
- Able to establish and maintain effective working relationships with customers and vendors.

- Provide effective recommendations to department management regarding the best balance of internal vs. external resources.
- Ability to understand and recommend solutions to complex technical issues.
- Ability to write users and technical documentation for computer systems.
- Ability to generate reports from multiple systems/databases.
- Ability to create and validate test plans for systems.
- Ability to design and create specifications for complex systems.
- Ability to accurately estimate the time necessary to complete a project or assignment.
- Ability to effectively coach and provide knowledge transfer to others.

Process Schedule

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| • Deadline for Questions | 12/09/2013, 2pm CST |
| • Anticipated Posted Response to Questions | 12/11/2013, 5pm CST |
| • Proposals due | 12/13/2013, 5pm CST |
| • Anticipated proposal evaluation begins | 12/18/2013, 10am CST |
| • Anticipated proposal evaluation & decision | 12/23/2013, 2pm CST |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail to:

Becky Kwapick, Contract Manager
Information Services
becky.kwapick@co.ramsey.mn.us

Questions and answers will be posted on the Office of MN.IT Services website at: (http://mn.gov/buyit/statements/mcp902ts_active.html) according to the **Process Schedule** above.

SOW Evaluation Process

- Resume/Experience with public sector 70%
- Hourly Rate 30%

This SOW does not obligate the State to award a work order or complete the assignment, and the State reserves the right to cancel the solicitation if it is considered to be in its best interest. The County reserves the right to reject any and all proposals.

Response Requirements

- Introduction
- Company overview
 - Company history, growth and accomplishments including any industry certifications.
 - Current financial data if publicly available
- Detailed response to all SOW requirements including but not limited to:
 - Contractor's plan to meet the County's business needs and fulfill the Deliverables/Scope of Work.
 - Contractor's hourly rate.
- Descriptions and documentation of Contractor's technical expertise and experience and how such meets the County's skills requirements.
- Name of Contractor's official contact person for any contractual relationship.
- Provide at least two references from similar projects.
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal

- a) Affirmative Action Certificate of Compliance
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
- e) Resident Vendor Form (if applicable)
<http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

Submit proposals via email no later than 5:00pm CST on 12/13/2013 to:

Becky Kwapick, Contract Manager
Information Services
becky.kwapick@co.ramsey.mn.us

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the Contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract.

In submitting a response to this SOW, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the Contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime Contractor, and the terms "contract," "Contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime Contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime

Contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.